

84	09/01/07	<p>Customer reported waiting unusually long during Single Line Answering Machine request until Operator responded with macro, "... please place your handset..." Customer reports that once she returned her handset to the TTY this operator had hung up, and also that she has had other problems very often when asking for SLAM retrieval. Customer was assured her complaint would be documented and that the operator would be coached as needed. She declined follow up contact.</p>	09/01/07	<p>Team Leader met with agent. Talked with agent about proper answering machine retrieval procedures. Also, coached agent on keeping the caller informed if they need time to set this up. Agent understands.</p>
85	08/27/07	<p>An Ohio TTY customer called to complain that the agent hung up on her while she was typing. "She is being rude." Apologized for inconvenience. Follow up requested.</p>	08/27/07	<p>Team Leader met with CA and CA does not remember this call but stated she would be more careful in the future to make sure the TTY customer disconnects the line.</p>
86	08/27/07	<p>Ohio voice user complains she is getting TTY tones when dialing toll free number or 711 to call her brother. Customer feels this is an issue and other hearing callers will simply hang up preventing him from receiving calls. Apologized, suggested customer hold the receiver away from her ear as the relay system generates a search for call answer type. Let her know Ohio offers the same toll free number for Voice, TTY and ASCII. Branded her line for Voice and added note to her number. Customer wants contact from Program Manager.</p>	08/27/07	<p>Contacted the customer via email to see if the problem persists and also informed the customer that we are working on possibly making some changes regarding that. After three tries via emails and left a message via phone, customer has not called back.</p>

87	08/22/07	Voice customer states this CA was very rude and yelled at them.	08/26/07	Spoke with CA. She stated she sometimes has to talk louder for voice to hear her. She said this probably sounds rude but doesn't mean to be rude. Will be more careful in the future.
88	08/20/07	Disconnect/Reconnect during calls	08/20/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
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90	08/10/07	Customer stated that the call went fine, but at the end when the outbound said goodbye the CA typed "Thanks bye sksk (person hung up)" but did not type GA or SK after person hung up. Customer waited for CA to give him the GA SK for several seconds and when she didn't, he hung up.	08/10/07	Supervisor met with CA and coached her to always send GA SK at the end of the call in case the person has additional requests/numbers etc. Sent customer follow up email per his request to inform him of the meeting.

91	08/05/07	Customer was not able to connect to the relay center on the direct 877 VCO line. The line seems to be working properly but the customer is not able to connect., the customer is able to connect using 7 1 1 without a problem. Customer would like follow up on this issue from a technician who can explain in further detail what has happened.	08/05/07	No Agent number provided so unable to determine what caused this.
92	07/30/07	Customer Complaint: Report taken by MA CS representative and sent to CS in MO to enter. Date 7-29-07 time of call 11:10. The CA hung up after completing a call when the person was wanting to speak to the operator, but CA did not respond. No follow up requested.	07/30/07	Team Leader spoke with CA and told her to not EVER disconnect from a call first. She must always see both banners and never disconnect a call unless a Team Leader is present so it can be documented.
93	07/27/07	Caller reported that she cannot get through on the line to Ohio Relay number. The call reaches TTY tones, then computer tones, but never connects to voice operator. It goes back to tones again then disconnects. This has been happening all week and she cannot call her deaf daughter. Apologized for the problem and placed two test calls to the number from Customer Service and they were able to reach the voice operator twice after first getting TTY, ASCII, then voice. Told the customer a trouble ticket would be entered. No follow up requested.	07/27/07	The customer does not request follow ups. However, the technician placed several test calls and no problems appeared during the test calls.
94	07/20/07	Billing - General	07/20/07	Assigned CapTel user's preferred carrier of choice designation to allow them to make long distance calls from CapTel phone.

95	07/18/07	Customer states the agent did not follow her instructions. The customer wanted the entire weather report. The customer further reports that the CA misdialed on her first attempt to place the call. Apologized. The supervisor will be notified. No follow up.	07/18/07	Team Leader spoke with Agent and reminded her that she must type everything heard. Also, be very careful to dial the correct number the first time. Agent stated she would be more careful.
96	07/17/07	Dialed wrong number and was not long distance. She did not read very carefully!	07/17/07	Team Leader coached CA to get a supervisor to document if having difficulty.
97	07/16/07	Disconnect/Reconnect during calls	07/17/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and provided some suggestions for change in the set up that should reduce incidence. Also noted phone line can be checked for stability of carrying a data connection.

98	07/09/07	TTY user is a slow typist as he uses a pointer to type. He had not given the "GA" yet after giving the number to dial as he was not finished but CA cut him off and out dialed. TTY user said he asked for a new CA 3 times and was on hold for 20 minutes before hanging up. Would like a follow up via e-mail.	07/09/07	Team Leader spoke with CA about the importance of waiting for the "GA" before dialing out. CA said she would be more careful in the future. Contacted customer to let them know the CA was coached on this.
99	07/09/07	The operator would not dial number given by user. She must have fallen asleep.	07/09/07	This operator was not working this day.
100	07/09/07	Billing - General	07/09/07	Assigned CapTel user's preferred carrier of choice designation to allow them to make long distance calls from the CapTel phone.
101	07/09/07	Disconnect/Reconnect during calls	07/09/07	Explained to customer why disconnection/reconnection might be occurring and offered to send email with tips to reduce their occurrence. Incidence only happens with one caller, so advised checking phone lines to determine if the line of that caller can maintain a solid data connection.

102	07/06/07	Ohio VCO complains she has never received the TTY cards instructing how to call her via Ohio Relay, since requested in February. Customer has called twice and never heard from relay management. Apologized, verified mailing address and let customer know I would be submitting the complaint. Customer did not request contact, but wants the cards sent ASAP.	07/06/07	Program Manager contacted the Customer Representative to suggest that she forward this request to the Ohio Account manager.
103	07/03/07	VCO customer placed a call to his bank, the call ended and caller was given the option to ga or sk. VCO customer stated, Don't hang up, I want to make another call, gave number, agent said please hold, after a length of time customer asked, what's the problem, and there was no response. Eventually the customer hung up. Apologized. Follow up requested to find out if agent had technical difficulty or what.	07/03/07	Contacted the customer via email and acknowledged the customer with information stating that the technician tried to call the customer several times to do the test calls but no answers. However, when the technician placed several test calls to the customer, there were no problems regarding the disconnection.
104	07/03/07	VCO customer calling the National No Call Number, relay dialed out and the line disconnected. Apologized, and a trouble ticket was opened. Follow up requested.	07/03/07	Program Manager had spoke with the customer earlier (since had a previous similar complaint on the same day) and told the customer that the complaint was taken care of and that the technician has placed several tests calls to the customer but there was no answer.
105	06/22/07	Ohio TTY customer states the operator kept asking for instructions. She caused me to be very angry and would not listen to me. I told her three times, and it made me very irritated to keep repeating. Customer Service apologized to the customer. Customer does not need follow up.	06/29/07	Supervisor coached CA on flexibility and customer service procedures.

106	06/19/07	Voice customer unable to call her sister via Relay for several months. Her sister can make outgoing calls via Relay without any problem but cannot receive calls via Relay. (advised complaint and Trouble Ticket would be entered) Customer requests contact.	07/30/07	A letter was sent to the customer explaining that the Technical department has confirmed that it is something wrong with her Local Exchange Carrier (LEC) because it was not related to the TRS platform. Her LEC somehow does not receive any long distance calls. Therefore, customer needs to contact their LEC about this.
107	06/19/07	Accuracy of captions	06/19/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up.
108	06/18/07	The caller gave the operator instructions to leave a message, but believes the message may have not been left properly and when she asked the operator a question, the operator had disconnected and did not type SK. No follow up requested.	06/18/07	Discussed this with the agent. Agent does not recall any technical issue with computer on that day and assured that upon request the message would have left accordingly and would not disconnect on a customer.
109	06/06/07	Customer states that this agent was rude, sarcastic and impatient which made for a very difficult relay call. Apologized for the problem and assured that the complaint would be sent in as stated. Call back requested.	06/06/07	Contacted customer and explained that this is not a valid agent ID number. She said that she was so upset that she may have noted the wrong ID number. Apologized and encouraged to contact again with the agent number if it ever happens again.

110	06/06/07	Disconnect/Reconnect during calls	06/06/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
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Received & Inspected

JUN 30 2008

FCC Mail Room

PUCO Complaint Tracking for ORS (06/01/2007-05/31/2008)

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
08/28/07	Ohio Relay customer filed complaint with PUCO because hearing friends and relatives who call the Ohio Relay Service to contact him can't get through to voice relay - only hear TTY tones. Happens when dialing 7-1-1 and when dialing 800 number. Friends and family have given up and communicate via email, but not best solution in case of emergency.	11/27/07	PUCO contacted Sprint representative who initiated a trouble ticket for technicians to investigate possible problem with network/equipment. No problems were found. Sprint followed up with friends/relatives to make sure they are branded as VOICE. They are no longer receiving the TTY tones. Customer is satisfied that issue is resolved.

DOCKET NO.

03-123

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